

C. DUKES SCOTT
EXECUTIVE DIRECTOR

1401 Main Street, Suite 900
Columbia, SC 29201



Phone: (803) 737-0800
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DAN F. ARNETT
CHIEF OF STAFF

Florence P. Belser
General Counsel

fbelser@regstaff.sc.gov

February 11, 2010

Jocelyn Boyd, Esquire
Interim Chief Clerk/Administrator
The Public Service Commission of South Carolina
PO Drawer 11649
Columbia, SC 29211

Re: Complaint from Chareda Scott

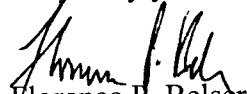
Dear Ms. Boyd:

The South Carolina Office of Regulatory Staff ("ORS") is in receipt of the letter from the Clerk's Office of the Public Service Commission of South Carolina ("Commission") dated February 8, 2010, by which the Clerk's Office transmitted a complaint from Ms. Chareda Scott of North Charleston, South Carolina to the ORS' Consumer Services Department. The letter noted that the complaint did not indicate whether the matter had been investigated by the ORS' Consumer Services Department.

This letter is to advise that the ORS' Consumer Services Department has conducted its review of Ms. Scott's complaint and has provided a response to Ms. Scott. The ORS also advised Ms. Scott that she could pursue her complaint with the Commission if she was not satisfied with the outcome of the ORS' review.

By this letter, I am returning Ms. Scott's original complaint.

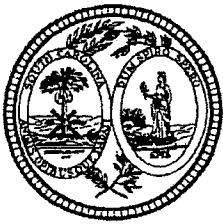
Very truly yours,


Florence P. Belser

Enclosure

FPB/clm

cc: Ms. Chareda Scott
K. Chad Burgess, Esquire, SCE&G



The Public Service Commission State of South Carolina

Jocelyn G. Boyd
Interim
Chief Clerk/Administrator
Phone: (803) 896-5133
Fax: (803) 896-5246

COMMISSIONERS
Elizabeth B. "Lib" Fleming, Fourth District
Chairman
John E. "Butch" Howard, First District
Vice Chairman
David A. Wright, Second District
Randy Mitchell, Third District
G. O'Neal Hamilton, Fifth District
vacant, Sixth District
Swain E. Whitfield, At-Large

Clerk's Office
Phone: (803) 896-5100
Fax: (803) 896-5199

February 8, 2010

The Office of Regulatory Staff
Department of Consumer Services
1401 Main Street, Suite 900
Columbia, SC 29201

Dear Department of Consumer Services:

The attached document was received by the Public Service Commission from a customer of SCE&G on February 8, 2010. The attached complaint does not indicate that it has been investigated by the Department of Consumer Services.

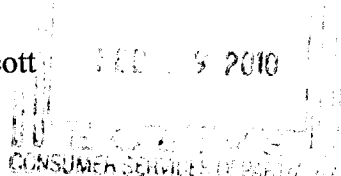
At the conclusion of your review/investigation of the attached document, please inform the Commission's Docketing Department in writing of your findings in order that the Commission can continue its processing of the attached complaint.

Sincerely,

Clerk's Office

Attachment

cc: Chareda Scott



Public Service Commission of South Carolina
101 Executive Center Dr., Suite 100
Columbia, SC 29210

Phone: 803-896-5100
Fax: 803-896-5199
www.psc.sc.gov

Complaint Form

Date: _____

Print

Complainant or Legal Representative Information:

* Required Fields

Name *

Chareda Scott

Firm (if applicable)

Mailing Address * 2314 Eagle DR.

City, State Zip * Charleston SC 29406 Phone * 843-214-9847

E-mail *

NA

Name of Utility Involved in Complaint: * SCE + G

NOTE: KAT&T is the utility involved, please complete the attachment located at the end of this form.

Type of Complaint (check appropriate box below.) *

- | | | | |
|--|--|--|---|
| <input checked="" type="checkbox"/> Billing Error/Adjustment | <input type="checkbox"/> Deposits and Credit Establishment | <input type="checkbox"/> Wrong Rate | <input type="checkbox"/> Refusal to Connect Service |
| <input type="checkbox"/> Disconnection of Service | <input type="checkbox"/> Payment Arrangements | <input type="checkbox"/> Water Quality | <input type="checkbox"/> Line Extension Issue |
| <input type="checkbox"/> Service Issue | <input checked="" type="checkbox"/> Meter Issue | | |
| <input type="checkbox"/> Other (be specific) | | | |

Have you contacted the Office of Regulatory Staff (ORS)? * ☒ Yes ☐ No

Name of ORS Contact: Ms. Janice

Concise Statement of Facts/Complaint: * (This section must be completed. Attach additional information to this page if necessary.)

Very Small House. There's no way bill, can be \$447.00 for one month. Just moved in, I also wrote down reading of meter. They did not match reading on bill.

Relief Requested: * (This section must be completed. Attach additional information to this page if necessary.)

That bills be adjusted.

FEB 08 2010

MSC SC
CLERK'S OFFICE

STATE OF SOUTH CAROLINA

VERIFICATION

COUNTY OF Charleston

Chareda Scott

verify that I have read my complaint filed on 12.6.16

and know the contents thereof, and that said contents are true.

Chareda Scott

Internal Use Only

Received By	Date
FILE	